



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**EMERGENCY MEDICAL SERVICES
COORDINATOR**
FIRE DEPARTMENT

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for assisting in the overall coordination, direction, administration, and management of the Emergency Medical Services (EMS). Reports to the Deputy Fire Chief.

ESSENTIAL JOB FUNCTIONS

Assist with overseeing the planning and scheduling of EMS activities such as inspections and maintenance of equipment, materials, and other related activities; assists with planning, researching, and developing EMS proposals, programs, and initiatives; assists with maintaining inventory and licensing of equipment and ensures department compliance with local, regional, and state rules, regulations and codes.

Assists with planning, researching and developing proposals, programs, and initiatives; maintains inventory and licensing of equipment; develops, disseminates, interprets policies and procedures both departmentally and regionally; ensures department compliance with local, regional, and state rules, regulations and codes.

Assists with preparing reports on issues involving EMS delivery; serves as liaison to area hospital emergency services directors, Operational Medical Directors and to local, regional and State Department of Health agencies and EMS agencies.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Emergency Medical Services - Comprehensive knowledge of Incident Management and supervisory practices relating to the emergency response principals and the provision of emergency medical care.
- Fire Suppression - Thorough knowledge of practices pertaining to fire suppression to include fire behavior, building construction, suppression systems, and fire prevention. General knowledge of Incident Management, strategy and tactics, and knowledge of emergency vehicle operations and basic maintenance needs including fire engine, aerial, and medical apparatus.

- Safety/Security - Comprehensive knowledge of safety rules, regulations, procedures and practices as outlined in the Newport News Fire department directives. Maintains situational awareness and ensures operational resource management.
- Customer Service - Comprehensive knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.

REQUIRED SKILLS

- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.
- Critical Thinking - Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

REQUIRED ABILITIES

- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.
- Communication - Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Fire, Public, Business or Hospital Administration or a related field and 5 -7 years of progressively responsible EMS or Fire Officer or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check.

A valid Virginia's driver's license with an acceptable driving record with no more than 3 negative points on current driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, fumes, smoke, temperature and noise extremes, hazardous materials, fire, traffic hazards, toxic agents, explosives, violence, or rude/irate persons.